

2023 Medicaid Statewide Provider Training

Provider Enrollment

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Getting started

- A video 'Introduction and Overviews to PRISM for Providers' can be found at: [medicaid.utah.gov/pe-training](https://www.medicaid.utah.gov/pe-training)
 - You will need to have the NPI, SSN/FEIN, date of birth, licenses, and ownership information ready for each application
 - An application can be started by visiting our website: [medicaid.utah.gov](https://www.medicaid.utah.gov)
 - Click on the 'Providers Menu'
 - Click on 'Become a Medicaid Provider'

Create a UtahID

- A UtahID will be required prior to starting a new application
- To obtain a UtahID, visit: login.utah.gov
- To register for your account, click on 'Create an account'
- When the new page opens, you will be asked to input your email address
- After clicking 'SUBMIT', you will be directed to a validation email
- Open your email and look for the email 'Register New Utah Id Account'
 - If you can't find the email, make sure you check spam or junk folders
- Once you've opened the email, copy the provided verification code and paste it into the previous 'Validate Email' screen

Create a Utah ID

- This will verify your email address and take you to a new UtahID browser where you'll be asked to enter more information
- Type in your first name, last name, and a unique username (do not use your email address as your username) in the corresponding fields, and then click 'SUBMIT'
- This will take you to a 'Create Password' screen
 - Think of a strong password—a password with uppercase letters, lowercase letters, numbers, and symbols—and type it in twice, then click 'SUBMIT'
 - Password must be a minimum of eight characters and no more fifteen
- Additional help can be found online at: idhelp.utah.gov

New enrollment

- Choose the enrollment type that is appropriate for the provider
 - If your NPI is for an individual, please be sure to select 'Individual/Sole Proprietor'
 - Group Practice and Facility/Agency/Organization will need a group NPI with a Tax ID to enroll
 - Use FAO if you are an IHS facility
 - If you are providing autism services, you will need to enroll as FAO with the specialty Behavioral Health and Social Svc Provider/Behavior Consultation/No Subspecialty
 - If you are providing speech, physical, occupational, and psychological services, you will need to add an additional specialty (Ambulatory Health Care Facilities Clinic Multi-Specialty)
- Click the 'Submit' button located in the bottom left-hand corner

New enrollment

- An Individual/Sole Proprietor will need to choose an applicant type
 - If billing as part of a group, choose 'Rendering/Service Only'
 - If billing with your own Tax ID, without a group, choose 'Individual/Sole Proprietor'
 - If the provider will only be writing prescriptions and referring choose 'Ordering, Referring, and Prescribing'
 - Unlicensed mental health providers that are supervised, choose 'Student and Other Unlicensed Providers'
 - Providers that will only be billing Medicare crossover claims will choose 'QMB Only'

New enrollment

- The Basic Information page will open
- All fields marked with an asterisk need to be completed
 - Always maximize the windows that pop up
- If choosing an Individual/Sole Proprietor enrollment, a mailing and location address will be required
 - The 'Home Address Details' requires an address where correspondence can be mailed, it does not have to be a home address
- Enter the address on line one and then enter the zip code
- Click the 'Validate Address' button

New enrollment

- Once all the information is entered, press the 'Confirm' button, then the 'Finish' button located in the lower right-hand corner
- The application ID number will be generated
 - In order to move on to the required steps, you must click the OK button located in the bottom right-hand corner
- Be sure to write the application number down, you will also receive it in your email
- **If the application is not submitted within 60-days of the day it was started, it will be purged from the system**

Step 2 Locations

This step will be required for an enrollment type: FAO, Group, or if the Individual/Sole chooses the applicant type of Individual/Sole

- Click on the 'Add' button located at top left-hand corner
- All fields marked with an asterisk need to be completed, this includes all hours of operation
- Click the 'OK' button located in the bottom right-hand corner
- PRISM requires a total of four addresses: location, correspondence, remittance advice, and payment
- Click on the blue Primary Practice Location hyperlink
- Scroll down to the bottom then click on the 'Add Address' button located under the Address List header

Step 2 Locations

- In the Type of Address drop down, select the first type
- Enter the address on line one and then enter the zip code
- Click the 'Validate Address' button
- Click the 'OK' button
- Continue this process until all three addresses from the drop down are listed
 - You can use 'Copy This Location Address' if all addresses are the same; PRISM will auto populate the address listed as the location
- Click the 'Close' button located at the top left-hand corner
- Click the 'Close' button once more

Step 4 Ownership

PRISM requires one managing employee for every new enrollment

- Click on the 'Add' button located at top left-hand corner
- Click on the 'Type' drop down box and select 'Managing Employee'
- All fields marked with an asterisk need to be completed
 - Managing employee can have 0% ownership
- You must enter in the SSN of the managing employee
- Enter the physical location for the home address on line one and then enter the zip code, then click the 'Validate Address' button
- Click the 'OK' button located in the bottom right-hand corner

Step 4 Ownership

If more than one managing employee or owner/owners are added, additional actions will be required in order to move on to the next step. If enrolling as a Durable Medical Equipment or Home Health Agency, all ownership direct or indirect of 5% or more is required. Otherwise, only one managing employee is required.

- Click on the blue hyperlink of the SSN or Tax ID, then scroll down to the relationship section
- Click the 'Add' button located under the Relationship header
- Click on the 'Owner Name' drop down and select the first name
- Click on the 'Relationship' drop down and select the type of relationship
- Click the 'OK' button located at the bottom right-hand corner

Step 4 Ownership

- Repeat this process until no names (except for 'others') are listed
- Scroll down to the bottom of the record
- Click on the blue hyperlink 'Final Adverse Legal Actions/Convictions Disclosure'
- After reading all questions, select yes or no
- Click on the 'OK' button located at the bottom right-hand corner
- Click the 'Close' button located at the top left-hand corner
- Repeat this process until all managing employee and owners' records have the relationships added and the disclosure answered
- Click the 'Close' button at the top left-hand corner to return to the steps

Note: If you make changes to any record after this process, the disclosure answer will auto default back to "not completed"

Step 8 Add Mode of Claim Submission/EDI Exchange

This step will be required for an enrollment type: FAO, Group or if the Individual/Sole and has chosen Individual/Sole as their applicant type

- Click the 'Add' button located at the top left-hand corner
 - Choose 'Electronic Batch' if submitting fee for service claims though a direct download of HIPAA compliant transactions through PRISM
 - Select the Available Transactions by clicking on the transactions then moving it with the arrows over to the Associated Transactions
 - More than 1 transaction can be moved
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Step 8 Add Mode of Claim Submission/EDI Exchange

- Choose 'Billing Agent/Clearinghouse/UHIN' if submitting encounter claims through a billing agent, clearinghouse or UHIN.
 - Select the Available Transactions given by the billing agent or clearinghouse by clicking on the transactions then moving it with the arrows over to the Associated Transactions
 - More than one transaction can be moved over to the associated transactions
- Choose 'Direct Data Entry' if fee for service claims will be submitted using PRISM
 - We are no longer accepting paper claims
 - Click the 'OK' button located in the bottom right-hand corner

You can choose all modes of submissions, however, only one 835 transaction can be selected

Step 9 Associate Billing Agent

This step will be required if Billing Agent/Clearinghouse/UHIN was chosen in Step 8

- Click the 'Add' button located in the top left-hand corner
- Click the 'Confirm/Search Billing Agent' button located in middle of the page
- A new page will open with the listings of billing agents enrolled with Utah Medicaid
- Click inside the box located to the right of the Billing Agent ID when you locate the billing agent or clearinghouse
 - The 'Next' button located in the bottom right-hand corner allows you to view additional pages if the billing agent is not listed on the current page
 - If you don't see the name of the billing agent, choose Utah Health Information Network Inc (UHIN) as UHIN is the gateway to EDI submissions with Utah Medicaid
- Click the 'Select' button located in the bottom right-hand corner

Step 9 Associate Billing Agent

Under the Associate Billing Agent header, you can review the information of the Billing Agent ID, Billing Agent Name, Association Start Date, and Associate End Date. You can update the start date to the date of the contract with the billing agent. **Do not change the association end date.**

- Click the 'Add' button located under the EDI Transactions Authorization header. This will open the Associate Trading Partner ID page.
 - From the drop-down 'Electronic Transaction Type', select a transactions type
 - Enter the Trading Partner ID number or submitter ID number given by the billing agent or clearinghouse in the format HT followed by six numbers, a dash, and three more numbers
- From the drop-down 'Electronic Transaction Type', select a transactions type
- Enter the Trading Partner ID number or submitter ID number given by the billing agent or clearinghouse in the format HT followed by six numbers, a dash, and three more numbers

Step 9 Associate Billing Agent

- Enter the association start to match the date listed with the billing provider/clearinghouse
- Click the 'OK' button located in the bottom right-hand corner
- Repeat this process for each transaction type located in the drop-down box
- Click the 'OK' button location in the middle of the page

If working with more than one billing agent or clearinghouse, repeat the process from slides 17 thru 19

Note: Only one 835 transaction type is allowed in this step

Step 10 Associate Billing Provider

This step is required for Individual/Sole enrollment with an applicant type of: Rendering/Servicing Only or Student and Other Unlicensed Providers. If the applicant type is Individual/Sole this step is optional.

- Click the 'Add' button located in the top left-hand corner
- On the 'Type' drop-down box you can choose either NPI or Provider ID
- In the ID box, enter the NPI or the Provider ID of the billing provider
- In the Start Date box, enter the current date
- Leave the End Date box empty, PRISM will auto populate the date

Step 10 Associate Billing Provider

- Click the 'Confirm Provider' button located in the bottom right-hand corner
- Click the 'OK' button

Note: The start date must be the date of submission. If a retro date is needed, we will cover this in a later slide. The only other exception to the start date is for out of state providers.

Step 12 835/ERA Enrollment Form

If the 835 is an associated transaction type, this step will be required.

- Scroll down to the header 'Electronic Remittance Advice Information'
- In the Method of Retrieval drop-down box, select 'EDI/835 (Delivered directly to provider)'
- Scroll down to the header 'Submission Information', leave the 'Reason for Submission' selection as New Enrollment, then check the box next under the Authorized Signature
- Click the 'Submit' button located in the top right-hand corner

Step 15 Upload Documents

Every new application will require you to upload documents

- Click on the 'Required Credentials' button located in the top-left hand corner
- From the column 'Required/Optional' there is a listing of the required documents based off the specialization chosen in step 3
- From the 'Document Link' column, click on the blue link for each required form (the links can be downloaded or printed)
 - Each must be completely filled out, signed, and dated
 - If the documents are incomplete, the application will be returned for corrections
- Only one of each document type or license type is required to be uploaded
- Licenses that are required will need to scanned and uploaded

Step 15 Upload Documents

Each document must be uploaded separately with the correct document type and document name, in order to complete this step. All new enrollments will require the Provider Agreement and User Security Agreement.

- Click on the 'Add' button located in the top-left hand corner
- On the Document Type drop-down, select the document
- On the Document Name drop-down, select the name of the chosen document
- Click the 'Browse' button located in the middle, then upload the document from the file saved on your desktop or laptop
- Click the 'OK' button located in the bottom right-hand corner

Repeat this process until all required documents have been uploaded.

Retroactive enrollment

- Providers enrolling in Utah Medicaid will receive the date their application is correctly and completely submitted as their begin date
- A backdate can be requested for extenuating circumstances
- If a group is requesting a retro enrollment, the individuals affiliated to the group will also need to request a retro enrollment
 - The retro request will need to be submitted to providerenroll@utah.gov or can be uploaded as an optional document prior to application submission
 - The email must include the requested begin date, provider's NPI, and a detailed justification of why the request is needed

PRISM troubleshooting

- Updating EDI - PRISM only allows one 835 association
 - If you need to update your current 835 selection, please call or email the Provider Enrollment Team and request we inactivate current selection
 - Once that has been completed you can continue with the modification process
- Reminder, you will need to obtain your Trading Partner Number (TPN) also known as HT or Submitter ID Numbers from your clearinghouse or billing agent

PRISM troubleshooting

Ending a billing provider association:

- This can only be done in the individual providers PRISM Domain
 - This is a view only step for a Group or Facility
- To end date a previously approved billing provider, click the NPI/ Provider ID of the billing provider
- On managing billing providers page, update the end date of association
 - Click 'Save and Close' to return to billing provider list page
- After making necessary updates to go back to the Business Process Wizard page, click 'Close'
- Once all required steps are complete. submit modification

Contact us

Provider Enrollment

Phone:

(801) 538-6155

choose option 3, then option 4

Email:

providerenroll@utah.gov

